GovTrip Team Activities March 17, 2010		
Key Issues/# of Comments	**Solutions and Actions**	**Est. Completion Date**
High GovTrip Airfares (23 comments) ➤ Airfares too expensive	**Solution: Make available lower-cost, restricted (e.g. non-refundable) airfares:** ➤ **Action:** Issue policy, internal controls, and a decision memorandum asking agency heads to approve or disapprove the use of restricted fares (*see "USDA Agencies Using Restricted Fares")*.	**COMPLETED December 2009**
	➤ **Action:** Change GovTrip system to **make it easier to find lower-cost, non-restricted government fares** ("Capacity Controlled") by displaying them first on the reservation screen.	**COMPLETED December 2009**
	➤ **Action: Create process for electronic tracking** of unused tickets and savings/costs.	**March 2010**
	➤ **WHERE WE NEED YOUR HELP:** Use restricted fares prudently (e.g. when fares are lower than unrestricted fares and travel is certain or unused tickets can be reused easily) and ensure that tickets comply with Federal Travel Regulation 301-10.107); report unused refundable and non-refundable tickets so they can be tracked for reuse or refunds; and apply them to another trip (especially those that expire).	
Inadequate Training and Communications (25 Comments) ➤ Not enough/poor training ➤ Lack of know-how ➤ Misunderstandings ➤ Lack of timely information	**Solution: Improve and deliver training:** ➤ **Action:** Offer various types of GovTrip **training** across USDA over the next several months (e.g. one-on-one, classroom, Webinar, "cheat sheet" quick tips) to meet differing needs. Offer training registration in AgLearn (*http://www.aglearn.usda.gov/)*. ➤ **WHERE WE NEED YOUR HELP:** Participate in training sessions, as needed.	**TRAINING AVAILABLE December 17, 2009 - May 2010**
	➤ **Action: Expand access to USDA Executive Travel Help Desk.**	**COMPLETED February 2010**
	Solution: Improve communication with users and travel managers: ➤ **Action:** Widely distribute the **OCFO GovTrip e-mail** and Questions and Answers (Q&As - *see "GovTrip Questions and Answers"*) to increase knowledge.	**COMPLETED February 2010**
	➤ **Action: Publish approved "workarounds"** to GovTrip system limitations.	**March 2010**
	➤ **Action: Create USDA users Web site** with one-stop access to training, policies, Points of Contact, Q&As, news, etc.	**April 2010**
	➤ **Action: Assess and improve communications.**	**Ongoing**
	➤ **Action: Create system user group to address issues.**	**May 2010**

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Key Issues/# of Comments	**Solutions and Actions**	**Est. Completion Date**
Ineffective Processes/ Procedures (41 Comments) ➢ Too many/slow approvals of authorizations and vouchers	Solution: **Improve processes and procedures:** ➢ **Action: Update approval routing** lists.	**COMPLETED February 2010**
	➢ **Action:** Use Q&As to explain that the **number/levels of approval should be the same as pre-GovTrip processes**, and the likely causes for delays.	**COMPLETED February 2010**
	➢ **Action: Assess feasibility of BlackBerry access** for approvers who frequently travel.	**April 2010**
Ineffective Processes/ Procedures combine w/ previous cell ➢ Some approvers requiring paper (not electronic) process ➢ Too many GovTrip e-mail notifications ➢ Lack of standardized procedures ➢ Cumbersome per diem exception approvals ➢ GovTrip contractor (Northrop Grumman) unresponsive/slow to address issues	➢ **Action:** Provide users with instructions on **how to customize Outlook to reduce/organize GovTrip notifications.**	**COMPLETED February 2010**
	➢ **Action:** Notify managers and travel managers of existing **standardized reports** *(see "Existing GovTrip Reports")* and define and request new reports as needed.	**April 2010**
	➢ **Action: Streamline and automate per diem exception approval.**	**April 2010**
	➢ **Action: Standardize procedures**, as needed.	**June 2010**
	➢ **Action:** Assess GSA contract and ability to **improve Northrop Grumman performance.**	**July 2010**
	➢ **Action: Assess past and current total costs of GovTrip** (fees; system; contractor help desk; USDA staff help desk; travel arrangers; etc).	**April 2010**
	➢ **Action: Assess need for Lean Six Sigma effort** to improve processes and system and, if needed, consider alternatives to GovTrip.	**May 2010**
	➢ **Action: Identify other actions to improve ways of managing GovTrip.**	**April 2010**
	➢ **WHERE WE NEED YOUR HELP:** 　o **Travel approvers** 　　▪ **Please take timely action**; **and** 　　▪ **Address hindrances and use electronic approval process and/or delegate approval authority** to staff who can 　o **Travel managers – please monitor and take actions to address approval delays**	
User-Unfriendly/ System Inadequacies (23 Comments) ➢ Not intuitive/ cumbersome ➢ Inadequate reporting and tracking capability ➢ Inflexibility	Solution: **Evaluate and accelerate system improvements:** ➢ **Action: Describe in Q&As issues resolved in GovTrip 2.0 release scheduled for June 2010.**	**COMPLETED February 2010**
	➢ **Action: Review GSA customer survey data,** when available.	**COMPLETED February 2010**
	➢ **Action: Consider need to reprioritize or expand on pending changes to improve usability** (based on need and cost) or speed up implementation.	**April 2010**

GovTrip Team Activities March 17, 2010		
Key Issues/# of Comments	**Solutions and Actions**	**Est. Completion Date**
	➢ **Action: Participate in the development of requirements** and the evaluation of GSA's next GovTrip contract competition.	**December 2010**
	➢ **Gather more information from customers** via interviews and focus groups. ➢ WHERE WE NEED YOUR HELP: Participate as needed.	**May 2010**
Network Slowness (2 comments) ➢ GovTrip too slow	➢ **Action:** Use Q&As to notify users that **slowness is due to individual agencies' network, telecommunications, and/or firewall issues** that we are addressing as they arise. ➢ WHERE WE NEED YOUR HELP: If you are experiencing slowness, please notify your GovTrip agency's or office's travel staff *(see "USDA TPUG Points of Contact")*.	**COMPLETED February 2010**
GovTrip Works for Me (5 Comments) ➢ Great system	➢ **Action:** Work hard to increase the number of satisfied customers!	**Ongoing**